

APPLY IN PERSON:

Employment Information Center (M-W-F ONLY)
Civic Center Plaza - 1200 3rd Avenue, Suite 101-A,
San Diego, CA 92101

INTERNET: www.sandiego.gov/empopp

**APPLY BY MAIL TO:**

JOBS - City of San Diego Personnel Department
1200 3rd Avenue, Suite 300, San Diego, CA 92101-4107
24 Hour JOBLINE: (619) 682-1011

**CITY OF SAN DIEGO
EMPLOYMENT OPPORTUNITY
Page 1 of 2**

**#T2653 CUSTOMER SERVICES REPRESENTATIVE
MONTHLY SALARY: \$2651 to \$3200**

APPLICATION FILING PERIOD: FIRST DATE: March 24, 2006

LAST DATE: April 26, 2006

Applications received later than 5:00 p.m. on the last date to apply will be rejected. Persons may apply only once during this application filing period. Future application filing periods may be announced.

NOTES:

1. The current vacancy is in the Water Department Customer Support Service Section.
2. In addition to permanent, full-time benefited positions, there may be hourly position vacancies which pay \$15.24 to \$18.40 per hour.

REQUIREMENTS: You must meet the following requirements by the last date to apply, unless otherwise indicated.

EXPERIENCE: One year of full-time clerical experience which **must include** a minimum of six months of full-time customer service experience in a **centralized** customer services section:

1. As a Customer Service Representative for a water utility agency;
- OR-**
2. In a job performing at least two of the following customer service functions as primary job duties:
 - a. providing information to the public
 - b. researching, reconciling, and resolving billing inquiries
 - c. performing initial delinquent accounts collection work
 - d. processing applications for service or
 - e. responding to inquiries and complaints from the public regarding utility services

AND

TYPING SKILLS: The ability to type at a minimum corrected speed of 30 words-per-minute on a typewriter or computer keyboard. You must submit an **ORIGINAL** typing certificate issued under International Typing Contest Rules which specify the net and gross speed, the number of errors, and that the test was five minutes or longer. Certificates specifying more than five errors will not be accepted.

NOTES:

1. **WAIVER:** Individuals who are serving or have served in City of San Diego job classifications which meet or exceed the minimum certificate requirements need not submit a typing or shorthand certificate.
2. Photocopies of typing certificates will NOT be accepted.
3. If you deliver your application and original certificates **in person**, the information will be recorded by Personnel Department staff and the original certificate will be returned to you at that time.
4. If you **mail** your application and original certificates and want to have the certificates returned to you, you must submit a self-addressed, stamped envelope with your application.

Typing tests are given at, but not limited to, the following locations: (Contact individual centers for further information.)

1. **Centre City (at City College Campus):** (619) 388-4600
2. **Cesar Chavez Campus:** (619) 230-2895
3. **ECC (Educational Cultural Complex):** (619) 388-4956
4. **Mid-City Campus:** (619) 388-4500
5. **Mid-City/Navajo Campus:** (619) 388-4500
6. **North City/Miramar Campus:** (619) 388-1800
7. **North City /Linda Vista Presbyterian Church:** (619) 388-1800
8. **West City/Point Loma Campus:** (619) 221-6973

DUTIES: Customer Services Representatives perform specialized and complex customer service work in a centralized utilities customer services section; research and resolve billing problems; process new service and service restoration requests; respond to general water customer inquiries and complaints; respond to inquiries from the public regarding the initiation and/or termination of water service; research and resolve billing complaints; take applications for water turn-ons and turn-offs; reconcile and adjust customer accounts; research delinquent accounts; initiate field investigations and explain results to customers; research credit records to determine whether deposits are required or extensions should be granted; verify payment and credit information; perform collection efforts on delinquent accounts; establish payment schedules for delinquent accounts; process bankruptcy dismissals; query and post information to computerized records; explain departmental billing and collection policies and procedures to customers, and perform related work.

HOW TO APPLY: Submit a completed **DATA ENTRY FORM** and **APPLICATION/SUPPLEMENT** (the original and ONE copy, including any attachments) for this position. Your Application/Supplement will be made available to the hiring department(s). Please submit requested materials only.

SCREENING PROCESS: will consist of a comprehensive evaluation of the Application/Supplement for applicable education, experience, and/or training. Only those applicants who clearly demonstrate meeting the requirements specified above will be placed on the eligible list.

ELIGIBLE LIST: Candidates who are successful in the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **one year**. For each vacancy, eligible candidates will be contacted by the hiring department for an interview.

PRE-EMPLOYMENT REQUIREMENTS: Any employment offer is **conditional** pending the results of all pre-employment screening processes required for the job, which **may** include, but are not limited to the following: confirmation of citizenship/legal right to work in the United States; completion of a pre-employment medical review/exam (which may include drug/alcohol testing); reference checks; background investigation; polygraph examination; and a fingerprint check. The fingerprints will be submitted to the California Department of Justice for a conviction record report. All of these processes must be successfully completed before employment begins. **Note:** Misrepresentation, falsification, or omission of pertinent facts in any step of the screening/selection process may be cause for disqualification or termination of employment.

MAS/March 24, 2006/Class 1394

THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "WORKING HARD TO KEEP SAN DIEGO WORKING"

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TT (619) 236-6776.

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

DIVERSITY BRINGS US ALL TOGETHER